Nonprofits are... Responsive

Responding to Clients, Patients, and Communities

“Many years ago, we found that over 40% of our youth identified as LGBT—there were no programs that provided care for this population in the child welfare field that focused on high end treatment and that were culturally competent. We felt that to serve these youth we needed to change our focus and programming—which we did.”

~ Children & Family Services leader

“We created an unplanned and non-budgeted exhibit about immigration that helped create understanding of Somalis arriving in huge groups, an issue which divided the community. We took the risk and looked at it as an opportunity to help create a better community.”

~ Museum leader

Meeting Needs That the Market and Government Don’t Meet

“After Katrina, when there were no other social service agencies in our community, we rapidly shifted to meet the needs of the community and adapted our methods, techniques and focus as the needs changed and time progressed. Government and the for-profit sector lacked this social entrepreneurship and were late to the game.”

~ Community & Economic Development leader

“As a legal services provider, we created a special foreclosure practice when the economy and housing market crashed. We increased the income allowance in such cases because it was no longer just low-income people facing legal trouble with no way out. Because there is no legal right to counsel in civil cases, we absolutely fill in where the government does not on a daily basis.”

~ Children & Family Services leader

Pursuing Innovative Approaches When Needed

“Without short or midterm ROI being a “sure thing,” we are seeking to develop new programs and services that improve the quality of life for our customers. We seek to improve and enrich lives first and then find a sustainable business model.”

~ Elderly Housing & Services leader

“We partner with early childhood agencies which sometimes have more students than the planning and budgeting allowed for. We can use undesignated funding to support programs that need to serve more clients.”

~ Theater leader

Source: Johns Hopkins Listening Post Project Nonprofit Values Sounding. [bit.ly/values]